



Missing Rates

Provider Rates – Who Maintains Rates?

- **Voucher Only Providers**

- Your CCRR manages your published private rates as well as your voucher rates
- Contact the CCRR to make the correction

- **Contract Providers (with and without Vouchers)**

- EEC manages the contract rates, contact EEC if a contract rate is missing
- Contract Provider Administrators manage the published private rates for the provider, contact your administrator to change published private rates
- Voucher rates for contracts should default to the contract rate, CCRRs can also manage rates for any voucher placements


- **CCRRs**

- Maintain published private rates for all voucher only providers
- Maintains voucher rates



Provider Rates – Problems to look for

- **What kind of rate does the message say is missing?**

Notification Title	Date	Detail
Missing Billing Rates	01/25/2016	Ledger generation failed for organization  Billing rates for one or more placements is/are missing in the following program types: Family Child Care 2 yrs and Over starting December 2015, Family Child Care Under 2 yrs starting December 2015. Archive

- **Does the type of rate match your provider/placement type?**
 - See next page
 - If the provider type is in error, create a Help Desk Ticket for the issue
 - Make sure to provide: OID and Provider name and a description of the issue: Notification of Missing Rates, but rates type listed is incorrect for provider type
 - Note that Intermittent Placements require the Full Time Rates to be populated for billing on school closure days
 - School Age Before and After School Placements require before school and after school rates for correct billing of partial attendance
- **If the rate type is correct for your provider/placement, then use the following page to determine whom to contact**
- **If the rate type is not correct for your provider/placement, complete a Help Desk Ticket**

Provider Rates



- Enter the OID from the Notification in the Search criteria. See #1
- Select the + in Supported Programs at this Location. See # 2
- Note the Provider Type in Provider Information
- Is the provider type in error- yes in example. Or, should the listed rates be populated?

[Home](#)
[Intake +](#)
[Provider +](#)
[Billing +](#)
[Admin +](#)
[Reports +](#)
[Help +](#)

☒ Family/Person
 ☐ Provider

PROVIDER DETAIL -

Name

Region

Tax Identification No.

Provider Billing Identification No.

Lead CCR&R

Admin Organization

Provider Type

Provider Status

Licensing Agency

CCRR Billing Identification No.

Minority Owned

Women Owned

Send 1099 to Provider

Family Child Care (in the System)

Active

None

C7290

No

No

No

Minority Owned

Women Owned

Send 1099 to Provider

No

No

No

Non Profit

Provide Transportation

Send Voucher Payment to Provider

No

Yes

No

Address Type

Address

City

State

Zip Code

Physical

The same as Physical Address

MA

01843

Mailing

Provider Contacts

Provider Telephone Numbers

Provider Schedule

Open On Saturdays: Yes

Open On Sundays: Yes

Provider has 7 closure dates this year, and 0 closure dates next year

Supported Programs at this Location

There are 4 programs

Program	QRIS Eligible	Billing Rate	Published Private Rate	Voucher Rate	Contract Rate	Placement Count
<input checked="" type="checkbox"/> System Family Child Care 2 yrs and Over	No	\$41.75	\$0.00		\$41.75	7
<input checked="" type="checkbox"/> System Family Child Care Under 2 yrs	No	\$45.78	\$0.00		\$45.78	1
<input checked="" type="checkbox"/> Family Child Care 2 yrs and Over	No		\$0.00			0
<input checked="" type="checkbox"/> Family Child Care Under 2 yrs	No		\$0.00			0

PROVIDER SUMMARY

Name

Type

Physical Address

Admin Organization

QRIS Rating

DCF Area

Region

Union Status

COPE

Family Child Care (in the System)

MA 01843

[Child Development and Education Inc.](#)

1

090 - Lawrence

3

NA

0

EEC LICENSE

Status

Capacity

Exp. Date

Licensed Since

Licensor

Open

8

2/2/2018

2/3/2006

Simone Coutinho

AGREEMENT


Type	Start	End
Contract - R3 - Supportive - DCF	7/1/2015	6/30/2017
Contract - R3 - Income Eligible - Homeless	7/1/2015	6/30/2017
Contract - R3 - Income Eligible	7/1/2015	8/31/2016
Contract - R3 - Income Eligible - Teen	7/1/2015	6/30/2017
Voucher - R3	7/1/2015	

Provider Rates

- Go to View Placements in the Action Menu
- Note the Program Type. There is a Placement with the Program Type of Family Child Care 2 and Over
- The Placements need to be changed to the proper program type
- If Attendance or Billing has been submitted, the Placements should be Voided

Home Intake + Provider + Billing + Admin + Reports + Help +

PROVIDER DETAIL - MAESTRE, ERCILIA (7025528)

Action: View Placements  Go

Provider Information

Name	MAESTRE, ERCILIA	Provider Type	Family Child Care (in the System)
Region	3 - Northeast MA	Provider Status	Active
Tax Identification No.		Licensing Agency	None
Provider Billing Identification No.		CCR Billing Identification No.	
Lead CCR&R	Child Care Circuit		
Admin Organization	Child Development and Education Inc.		
Minority Owned	No	Non Profit	No
Women Owned	No	Provide Transportation	Yes
Send 1099 to Provider	No	Send Voucher Payment to Provider	No

Addresses

Address Type	Address	City	State	Zip Code
Physical			MA	01843
Mailing	The same as Physical Address			

Provider Contacts

Provider Telephone Numbers

Provider Schedule

Open On Saturdays: Yes Open On Sundays: Yes
Provider has 7 closure dates this year, and 0 closure dates next year

Supported Programs at this Location

There are 4 programs

Provider Relationships

PROVIDER SUMMARY

Name: MAESTRE, ERCILIA
Type: Family Child Care (in the System)
Physical Address: MA 01843
Admin Organization: Child Development and Education Inc.
QRIS Rating: 1
DCF Area: 090 - Lawrence
Region: 3
Union Status: NA
COPE: 0

EEC LICENSE

Status: Open
Capacity: 8
Exp. Date: 2/2/2018
Licensed Since: 2/3/2006
Licensor: Simone Coutinho

AGREEMENT

Type	Start	End
Contract - R3 - Supportive - DCF	7/1/2015	6/30/2017
Contract - R3 - Income Eligible - Homeless	7/1/2015	6/30/2017
Contract - R3 - Income Eligible - Teen	7/1/2015	8/31/2016
Contract - R3 - Income Eligible - Teen	7/1/2015	6/30/2017
Voucher - R3	7/1/2015	

SEARCH PLACEMENTS

Select provider(s) * 1 selected
Select Effective Date Tue Jan 26 2016

Search

Show 25 entries

Provider	Family ID	Child Name	Program Type	Start Date	End Date	Provider Reassessment Disabled?	Funding Source	Status
			Family Child Care 2 yrs and Over	8/5/2015	8/4/2016	Yes	Voucher - IE	
			Family Child Care 2 yrs and Over	8/6/2015	8/4/2016	Yes	Voucher - IE	
			Family Child Care Under 2 yrs	8/5/2015	8/4/2016	Yes	Voucher - IE	
			System Family Child Care 2 yrs and Over	11/18/2015	3/28/2016	No	Voucher - IE	
			System Family Child Care 2 yrs and Over	11/18/2015	3/28/2016	No	Voucher - IE	
			System Family Child Care 2 yrs and Over	12/1/2015	1/26/2016	Yes	Voucher - DTA-T	
			System Family Child Care 2 yrs and Over	12/1/2015	1/26/2016	Yes	Voucher - DTA-T	
			System Family Child Care 2 yrs and Over	12/1/2015	1/26/2016	Yes	Voucher - DTA-T	

Voiding Placements

- **Go to the family**
- **Select the Placement on the right side**
- **Select Void or Void and Copy in the Action menu**
- **Create new Placements**
 - **NOTE: Contract placements should be voided and replaced on the same day. Recall that CCFA performs slot management nightly. If you leave a placement empty, CCFA may reassign the slot**
- **Enter Attendance for the new placements**
- **Save and Review Attendance**
- **Generate Ledgers**